



VoIP Zone Controller: 4-Port Audio Out Operations Guide

SiP Compliant 010881

Document Part #930109B
for Firmware Version 1.0.6

Operations Guide 930109B
SiP Compliant 010881

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Revision History

Revision	Date Released	Description of Changes
A	5/29/2007	This is the first release of this manual
B	12/19/2008	Adds information about the Beep Before Page , Bypass DTMF , and RTFM Announce features in Table 2-5, "Zones Setup Parameters" . Adds redundant page button definitions in every web page table. Firmware: This revision provides information for firmware version 1.0.6. Release notes detailing the difference between this firmware version and earlier firmware versions is available in the firmware zip file at the following URL: http://www.cyberdata.net/support/voip/zonecontroller.html



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1 Product Overview

The VoIP Zone Controller is a PoE-enabled, single SIP-endpoint enabling user defined paging zones through a line-out connection to legacy analog amplifiers connected to existing legacy analog paging speakers.

SIP compliant IP-PBX's can now interface with existing legacy analog paging speaker installations.



Product features

- SIP compliancy
- 10/100BaseT Ethernet Connection
- Page any combination of zones in 15 configurable groups
- TFTP-based firmware upgrades
- PoE enabled
- Connector for optional external power supply

Supported

- HTTP Web-based configuration
- Provides an intuitive GUI for easy system configuration and verification of speaker operations.
- DHCP Client
- TFTP Client
- Audio Codec
- G.711 U-law
- DTMF detection

Product specifications

VoIP Zone Controller Specifications	
Regulatory Compliance	FCC Class A, UL 60950, CE
Power Requirement	PoE or 48V DC
Baud Rate	10/100 Mbps
Protocol	SiP compliant
Part Number	010881
Dimensions	6.11"L x 4.05"W x 1.15" H
Weight	1.2 pounds


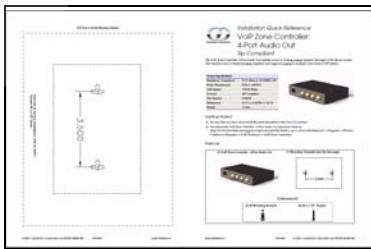
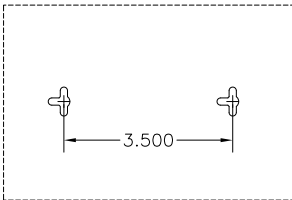

2 Implementing the VoIP Zone Controller

The topics in this chapter provide information on setting up, configuring, and using the VoIP Zone Controller.

2.1 Parts List

The packaging for the VoIP Zone Controller includes the parts in this illustration.

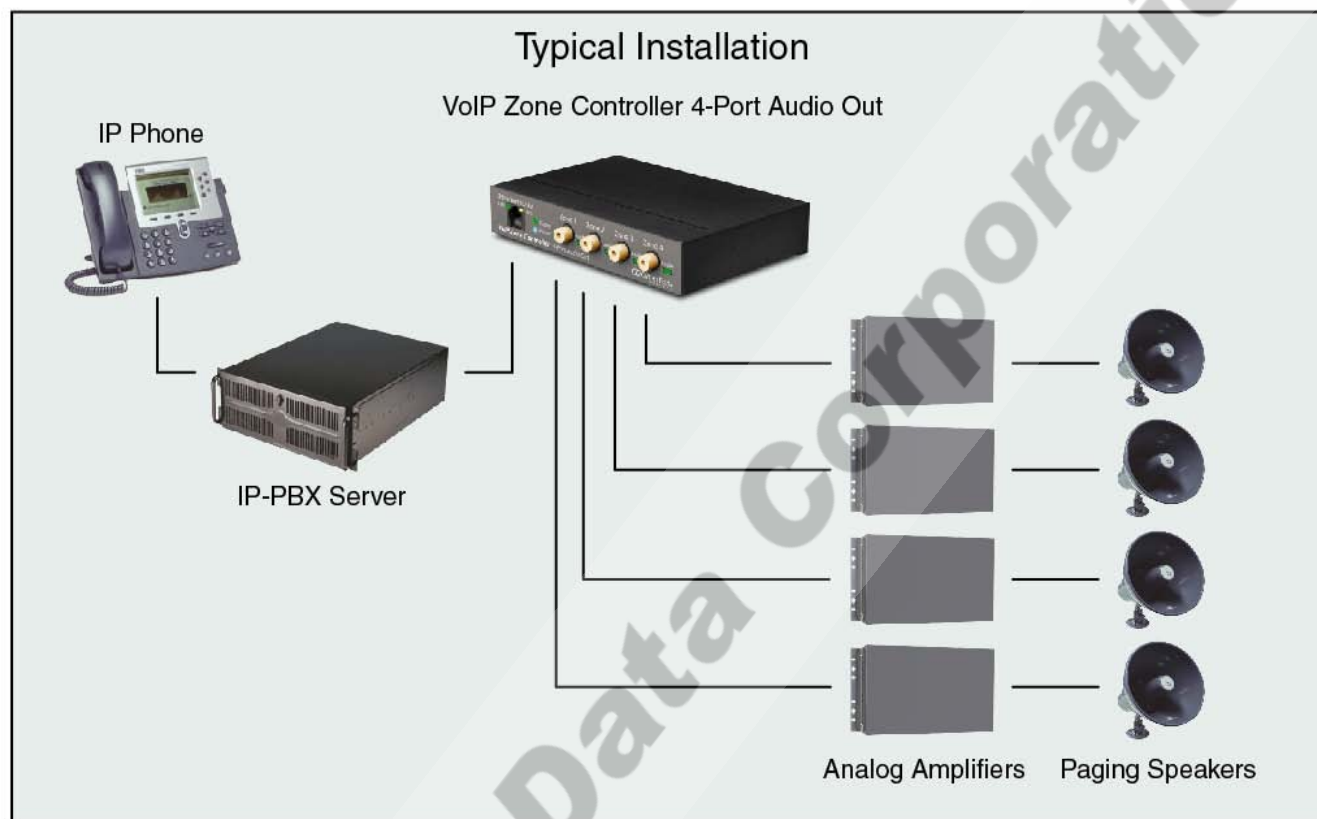
Table 2-1. Parts List

Quantity	Part Name	Illustration
1	VoIP Zone Controller	
1	Installation Quick Reference Guide	
1	Mounting Template (located on the last page of the <i>Installation Quick Reference</i>)	
1	Mounting Kit (part #070057A) which includes: (2) #4-6 x 7/8" Mounting Anchors (2) #4 x 1-1/4" Round Phillips Wood Screws	

2.2 Typical Installation

Figure 2-1 illustrates how the VoIP Zone Controller is normally installed as part of a paging system.

Figure 2-1. Typical Installation



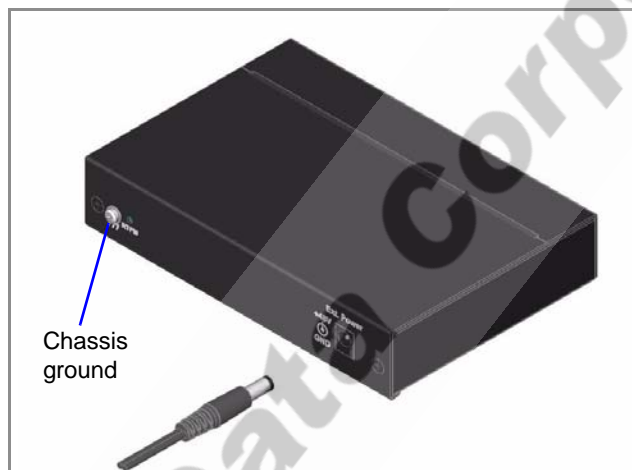
2.3 Setting up the VoIP Zone Controller

Before you set up the VoIP Zone Controller, be sure that you have received all the parts described in [Section 2.1, "Parts List"](#).

2.3.1 Connect to the Power Source

To use PoE, plug a Cat 5 Ethernet cable from the VoIP Zone Controller **Ethernet** port to your network. As an alternative to PoE, you can plug one end of a +48V DC power supply into the VoIP Zone Controller, and plug the other end into a receptacle. If required, connect the earth grounding wire to the chassis ground on the back of the unit.

Figure 2-2. Connecting to the Power Source



2.3.2 Connect to the Network

Plug one end of a standard Ethernet cable into the VoIP Zone Controller **Ethernet** port. Plug the other end into your network.

Figure 2-3. Connecting to the Network



2.3.3 Confirm that the VoIP Zone Controller is Up and Running

The indicator lights on the front of the VoIP Zone Controller verify the unit's operations.

Figure 2-4. VoIP Zone Controller Indicator Lights



2.3.3.1 Confirm Power on, Network Connectivity, and Baud Rate

When you plug in the Ethernet cable or power supply:

- The round, blue **Status** light on the front of the VoIP Zone Controller comes on indicating that the power is on. Once the device has been initialized, this light blinks at one second intervals.
- The square, green **Link** light above the Ethernet port indicates that the network connection has been established. The Link light changes color to confirm the auto-negotiated baud rate:
 - This light is yellow at 10 Mbps.
 - It is orange at 100 Mbps.
- The green **Paging** light comes on after the device is booted and initialized. This light blinks when a page is in progress.

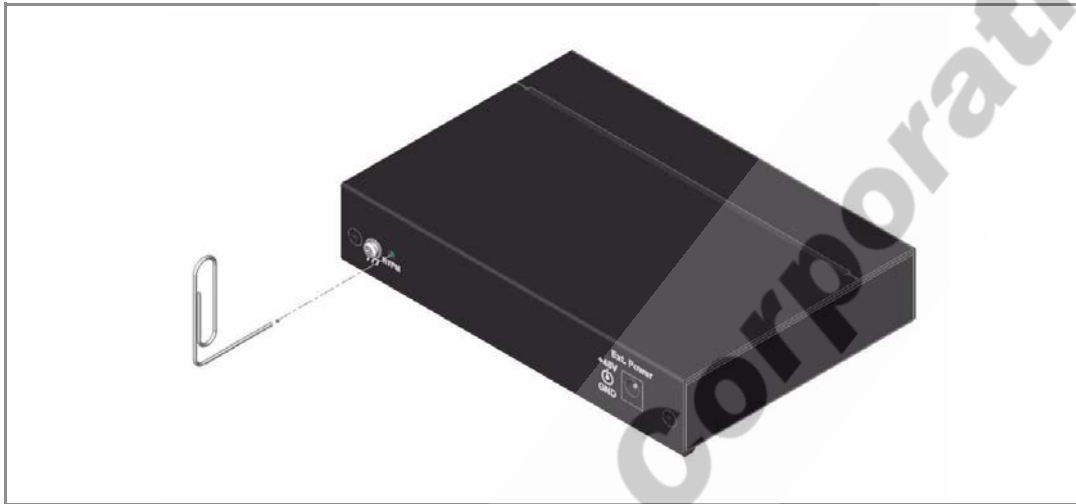
2.3.3.2 Verify Network Activity

The square, yellow **Act** light blinks when there is network activity.

2.3.4 Restore the Factory Default Settings as Required

The VoIP Zone Controller is delivered with factory set default values for the following parameters. Use the **RTFM** switch (see [Figure 2-5](#)) on the back of the unit to restore these parameters to the factory default settings.

Figure 2-5. RTFM Switch



Note When you perform this procedure, the factory default settings are restored for *all* the following parameters.

Parameter	Factory Default Setting
IP Addressing	static
IP Address	192.168.3.10
Subnet Mask	255.255.255.0
Default Gateway	192.168.3.1
Username	admin
Password	admin

To restore these parameters to the factory default settings:

1. Press and hold the **RTFM** switch until the status and paging lights come on.
2. Continue to press the switch until after the indicator lights go off, and then release it.
 - The VoIP Zone Controller settings are restored to the factory defaults.

2.4 Configuring the VoIP Zone Controller

Use this section to configure the VoIP Zone Controller.

2.4.1 Gather the Required Configuration Information

Have the following information available before you configure the VoIP Zone Controller.

2.4.1.1 Static or DHCP Addressing?

Know whether your system uses static or dynamic (DHCP) IP addressing. If it uses static addressing, you also need to know the values to assign to the following VoIP Zone Controller parameters:

- IP Address
- Subnet Mask
- Default Gateway

2.4.1.2 Username and Password for Configuration GUI

Determine the Username and Password that will replace the defaults after you initially log in to the configuration GUI.

- The Username is case-sensitive, and must be from four to 25 alphanumeric characters long.
- The Password is case-sensitive, and must be from four to 20 alphanumeric characters long.

2.4.1.3 SIP Settings

To configure the SIP parameters, determine whether you want to register the VoIP Zone Controller. If you do, determine the number of minutes the registration lease remains valid, and whether you want to automatically unregister when you reboot. To configure the SIP parameters, you also need to determine the values for these parameters:

- SIP Server IP Address
- Remote and Local SIP Port Numbers
- SIP User ID, and Authenticate ID and Password for this User ID

2.4.2 Log in to the Configuration GUI

To log in:

1. For the initial configuration of the VoIP Zone Controller, open your browser and enter the following address:

`http://192.168.3.10`

Note To work with the VoIP Zone Controller configuration *after* the initial configuration, log in using the IP address you assign to the device. [Section 2.4.3, "Configure the Network Parameters"](#) provides instructions for entering the IP address.

- When prompted, use the following default **Username** and **Password** to open the configuration Home page:

Username: **admin**

Password: **admin**

Figure 2-6. Home Page


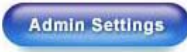


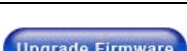


- On the **Home Page**, review the setup details and navigation buttons described in [Table 2-1](#).

Table 2-1. Home Page Overview

Web Page Item	Description
Device Name	Shows the device name.
Serial #	Device serial number.
Ethernet Address	Device ethernet address.
IP Addressing	Shows the current IP addressing setting (DHCP or static).
IP Address	Shows the current IP address.
Subnet Mask	Shows the current subnet mask address.
Default Gateway	Shows the current default gateway address.
DNS Server 1	Shows the DNS Server 1 address.

Table 2-1. Home Page Overview (continued)

Web Page Item	Description
DNS Server 2	Shows the DNS Server 2 address.
	Link to the Network Setup web page.
	Link to the Admin Settings web page.
	Link to the SIP Setup web page.
	Link to the Zones Setup web page.
	Link to the Upgrade Firmware web page.

At this point you can:

- Review the VoIP Zone Controller's **Current Settings**. Use the RTFM switch to restore the factory default settings. See [Section 2.3.4, "Restore the Factory Default Settings as Required"](#).
- Configure the network parameters. Click **Network Setup** and refer to [Section 2.4.3, "Configure the Network Parameters"](#) for instructions.
- Configure the Admin parameters. Click **Admin Settings** and refer to [Section 2.4.4, "Change the Default Username and Password"](#) for instructions.
- Configure the SIP parameters. Click **SIP Setup** and see [Section 2.4.5, "Configure the SIP Parameters"](#).
- Configure the Zones parameters. Click **Zones Setup** and refer tofor instructions.

Note Click the **Upgrade Firmware** button any time you need to upload new versions of the firmware or **Reboot** the VoIP Zone Controller. Refer to [Section 2.7, "Upgrading the Firmware"](#) and [Section 2.8, "Rebooting the VoIP Zone Controller"](#) for instructions.

2.4.3 Configure the Network Parameters

Configuring the network parameters enables your network to recognize the VoIP Zone Controller and communicate with it. Click **Network Setup** on the Home page to open the **Network Configuration** page.

Figure 2-7. Network Setup Page

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VOIP FOUR PORT ZONE CONTROLLER

Network Setup

IP Addressing: ☒ Static ☐ DHCP *

IP Address: *

Subnet Mask:

Default Gateway:

DNS Server1: *

DNS Server2: *

* changing this parameter causes system reboot when saved

Save Settings




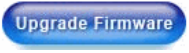

Admin Settings **SIP Setup** **Zones Setup** **Upgrade Firmware** **Home Page**

On the **Network Setup** page, enter values for the parameters indicated in [Table 2-2](#).

Table 2-2. Network Setup Parameters

Web Page Item	Description
IP Addressing*	Select either DHCP IP Addressing or Static IP Addressing by marking the appropriate radio button. If you select Static , configure the remaining parameters indicated in Table 2-2 . If you select DHCP , go to Step 3 .
IP Address*	Enter the Static IP address.
Subnet Mask	Enter the Subnet Mask address.
Default Gateway	Enter the Default Gateway address.
DNS Server 1*	Enter the DNS Server 1 address.
DNS Server 2*	Enter the DNS Server 2 address.
Save Settings	Click on this button to save your configuration settings. Changing a parameter that has an asterisk next to it will cause a system reboot when saved.

Table 2-2. Network Setup Parameters (continued)

Web Page Item	Description
	Link to the Admin Settings web page.
	Link to the SIP Setup web page.
	Link to the Zones Setup web page.
	Link to the Upgrade Firmware web page.
	Link to the Home page.

On this page:

1. Specify whether you use **Static** or **DHCP IP Addressing** by marking the appropriate radio button. Then, if you select Static, go to [Step 2](#).

Note Changing the **IP Addressing** selection causes the system to reboot when click Save Settings.

2. For Static IP Addressing, also enter values for the following parameters:
 - a. The VoIP Zone Controller's **IP Address**: The VoIP Zone Controller is delivered with a factory default IP address. Change the default address to the correct IP address for your system.

Note Changing the VoIP Zone Controller's **IP Address** causes the system to reboot when you click Save Settings.

- b. The **Subnet Mask**.
 - c. The **Default Gateway**.
3. Click **Save Settings** when you finish.

2.4.4 Change the Default Username and Password

On the Home page, click **Admin Settings** to open the **Administrate Settings** page. After changing the Username and Password on this page, new browser requests will require you to log in using these new parameters.

Figure 2-8. Administrator Settings Page

4. On the **Administrator Settings** page, enter values for the parameters indicated in [Table 2-3](#).

Table 2-3. Administrator Settings Parameters






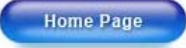
Web Page Item	Description
Device Name	Enter the name of the device.
Change Web Access Username	Use this field to change the Web Access Username
Change Web Access Password	Use this field to change the Web Access Password
Re-enter New Password	Use this field to re-enter a new password
	Click on this button to save your configuration settings. Changing a parameter that has an asterisk next to it will cause a system reboot when saved.

Table 2-3. Administrator Settings Parameters (continued)

Web Page Item	Description
	Link to the Network Setup web page.
	Link to the SIP Setup web page.
	Link to the Zones Setup web page.
	Link to the Upgrade Firmware web page.
	Link to the Home page.


To change the default Web access Username and Password:

1. Enter the new Username from four to 25 alphanumeric characters in the **Change Username** field. The Username is case-sensitive.
2. Enter the new Password from four to 20 alphanumeric characters in the **Change Password** field. The Password is case-sensitive.
3. Enter the new password again in the **Re-enter New Password** field.
4. Click **Save Settings**.

2.4.5 Configure the SIP Parameters

The SIP parameters enable the VoIP Zone Controller to contact and register with the SIP server. On the Home page, click **SIP Setup** to open the **SIP Configuration** page.

Figure 2-9. SIP Setup Page

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VoIP FOUR PORT ZONE CONTROLLER

SIP Setup

SIP Server :	<input type="text" value="192.168.3.95"/>	*
Remote SIP Port:	<input type="text" value="5060"/>	*
Local SIP Port:	<input type="text" value="5060"/>	*
SIP User ID:	<input type="text" value="207"/>	*
Authenticate ID:	<input type="text" value="207"/>	*
Authenticate Password:	<input type="text" value="ext207"/>	*
SIP Registration:	<input checked="" type="radio"/> Yes <input type="radio"/> No	*
Unregister on Reboot:	<input type="radio"/> Yes <input checked="" type="radio"/> No	*
Register Expiration (minutes):	<input type="text" value="60"/>	*

** changing this parameter causes system reboot when saved*

Save Settings

Network Setup

Admin Settings



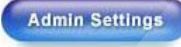
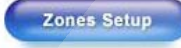

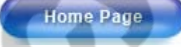
Zones Setup

Upgrade Firmware

Home Page

1. On the **SIP Setup** page, enter values for the parameters indicated in [Table 2-4](#).

Table 2-4. SIP Setup Parameters

Web Page Item	Description
SIP Server*	Enter the SIP server represented as either a numeric IP address in dotted decimal notation or the fully qualified host name (FQHN) up to 64 characters.
Remote SIP Port*	Enter the Remote SIP Port number (default is 5060).
Local SIP Port*	Enter the Local SIP Port number (default is 5060).
SIP User ID*	Enter the SIP User ID (up to 25 alphanumeric characters).
Authenticate ID*	Enter the Authenticate ID (up to 25 alphanumeric characters).
Authenticate Password*	Enter the Authenticate Password (up to 25 alphanumeric characters).
SIP Registration*	Enable/Disable SIP Registration.
Unregister on Reboot*	<ul style="list-style-type: none"> • Select Yes to automatically unregister the speaker when it is rebooted. • Select No to keep the speaker registered when it is rebooted.
Register Expiration*	Enter the SIP Registration lease time in minutes (default is 60 minutes).
	Click on this button to save your configuration settings. Changing a parameter that has an asterisk next to it will cause a system reboot when saved.
	Link to the Network Setup web page.
	Link to the Admin Settings web page.
	Link to the Zones Setup web page.
	Link to the Upgrade Firmware web page.
	Link to the Home page.

1. Enter the IP address of the **SIP Server**.
2. Enter the port numbers used for SIP signaling:
 - a. **Remote SIP Port**
 - b. **Local SIP Port**

3. Enter the SIP registration parameters:
 - a. **SIP User ID**
 - b. **Authenticate ID**
 - c. **Authenticate Password**
4. For **SIP Registration**, designate whether you want the VoIP Zone Controller to register with your SIP server.
5. At **Unregister on Reboot**:
 - a. Select **Yes** to automatically unregister the VoIP Zone Controller when you reboot it. [Section 2.8, "Rebooting the VoIP Zone Controller"](#) provides instructions on that process.
 - b. Select **No** to keep the VoIP Zone Controller registered when you reboot it.
6. In the **Register Expiration** field, enter the number of minutes the VoIP Zone Controller registration lease remains valid with the SIP Server. The VoIP Zone Controller automatically re-registers with the SIP server before the lease expiration timeout.

2.5 Set up the Zones

- Each audio output jack on the VoIP Zone Controller represents a **Zone**.
 - A **Group** is comprised of a combination of one or more Zones.
 - You will need to plug any Zones that are used on the VoIP Zone Controller into an analog amplifier. Any speakers attached to the amplifier will be present in the Zone.
1. Click on the **Zones Setup** button to open the **Zones Setup** page. See [Figure 2-10](#).

Figure 2-10. Zones Setup

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VOIP FOUR PORT ZONE CONTROLLER

Zones Setup

Device Name: [devname]

Beep before page: ☐ Bypass DTMF: ☐

	Enable	Zone 1	Zone 2	Zone 3	Zone 4	Group Name
00	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	[edit]
01	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Zone One
02	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Zone Two
03	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Zone Three
04	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Zone Four
05	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Zones One and Two
06	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Zones One and Three
07	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Zones One and Four
08	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Zones One, Two and Three
09	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Zones One, Three and Four
10	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Zones One, Two and Four
11	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Zones Two, Three and Four
12	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Zones Two and Four
13	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Zones Two and Three
14	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Zones Three and Four
15	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Zone 15

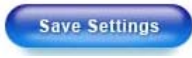



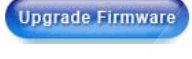

RTM Announce: ☒ ☒ ☒ ☒

Save Settings

Network Setup **Admin Settings** **SIP Setup** **Upgrade Firmware** **Home Page**

2. On the **Zones Setup** page, enter values for the parameters indicated in [Table 2-5](#).

Table 2-5. Zones Setup Parameters

Web Page Item	Description
Device Name	Shows the name of the device.
Beep Before Page	Check this box to play a beep before a page is sent.
Bypass DTMF	Check this box to send a page without having to enter a two-digit tone. When enabled, all four zones will be paged without waiting for DTMF entry.
Enable	Check this box to enable the Group.
Zones 1-4 Checkboxes	Check the box for the Zones that should comprise this Group.
Group Name	Assign an identifier to the Group.
RTFM Announce	Check the box for the Zone that you want to hear a RTFM announcement from.
	Click on this button to save your configuration settings. Changing a parameter that has an asterisk next to it will cause a system reboot when saved.
	Link to the Network Setup web page.
	Link to the Admin Settings web page.
	Link to the SIP Setup web page.
	Link to the Upgrade Firmware web page.
	Link to the Home page.

3. After changing the parameters, click **Save Settings**.

2.6 Operating the VoIP Zone Controller

- When you call to make a page, the VoIP Zone Controller generates a tone over the phone.
- When you hear this tone, enter the two-digit code for the group that you want to page.
- The VoIP Zone Controller establishes a connection to a group.
- The VoIP Zone Controller generates another tone to the phone.
- When you hear this tone, you can begin speaking.

Note Group 00 is configured to *Page All Zones*.

2.7 Upgrading the Firmware

The firmware on the board consists of two files: a Kernel and an Application, that can be loaded separately. Uploading the firmware files requires a host machine running a TFTP server. If you need to set up this server, "[Appendix A: Setting Up a TFTP Server](#)" provides instructions.

Figure 2-11. Firmware Upgrade Page

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VoIP FOUR PORT ZONE CONTROLLER

Firmware Upgrade

System Configuration		Reboot System
Bootname:	u-boot-1.X.X	Reboot
Partition 1	Partition 2	
Kernel	xxx-image-at75.bin	
Application	xxx-romdisk-at75.img	

Load New Firmware to Partition 1

TFTP Server IP: 192.168.3.21

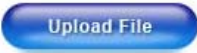






New Filename:

Upload File

Network Setup **Admin Settings** **SIP Setup** **Zones Setup** **Home Page**

To upload a firmware file, log in as instructed in [Section 2.4.2, "Log in to the Configuration GUI"](#). [Table 2-6](#) shows the web page items on the **Firmware Upgrade** page.

Table 2-6. Firmware Upgrade Parameters

Web Page Item	Description
System Configuration	Shows the current configuration.
Bootname	Shows the current boot loader filename.
Kernel	Shows the current kernel filename for partition 1 and 2.
Application	Shows the current application filename for partition 1 and 2.
TFTP Server IP address	Enter the TFTP Server IP address.
New Filename	Use this field to enter the new file name for the kernel or application firmware file that you are uploading.
	Click on this button to automatically upload the selected firmware and reboot the system.
	Click on this button to reboot the system.
	Link to the Network Setup web page.
	Link to the Admin Settings web page.
	Link to the SIP Setup web page.
	Link to the Zones Setup web page.
	Link to the Home page.

1. On the Home page, click **Upgrade Firmware** to open the **Firmware Upgrade** page.
2. Enter the **TFTP Server IP** address.
3. Enter the Kernel or Application **New Filename** for the firmware file you are uploading.
4. Select the **Partition** to which the firmware is uploaded.
5. Click **Upload File** to automatically upload the selected firmware, and reboot your system.

2.8 Rebooting the VoIP Zone Controller

To reboot the system, log in as instructed in [Section 2.4.2, "Log in to the Configuration GUI"](#).

Figure 2-12. Firmware Upgrade Page

CyberData Corporation

VoIP FOUR PORT ZONE CONTROLLER

Firmware Upgrade

System Configuration		
Bootname:	u-boot-1.XX	
	Partition 1	Partition 2
Kernel	vaab-image-r.bin	xxx-image-at75.bin
Application	vbai-romdisk-r.img	xxx-romdisk-at75.img

Reboot System

Reboot

Load New Firmware to Partition 1

TFTP Server IP: 192.168.3.21

New Filename:

Upload File

Network Setup Admin Settings SIP Setup Zones Setup Home Page

1. On the Home page, click **Upgrade Firmware** to open the **Firmware Upgrade** page. Go to the **Reboot** section on the right side of the page.
2. Click **Reboot**.

Appendix A: Setting Up a TFTP Server

Upgrading the firmware requires a TFTP server on which you access the Web interface where you upload the firmware files.

A.1 Set up a TFTP Server

Upgrading the VoIP Zone Controller firmware requires a TFTP server on which you access the Web interface where you can upload the firmware files.

A.1.1 In a Linux Environment

To set up a TFTP server on LINUX:

1. Create a directory dedicated to the TFTP server, and move the files to be uploaded to that directory.
2. Run the following command where `/tftpbboot/` is the path to the directory you created in [Step 1](#): the directory that contains the files to be uploaded. For example:

```
in.tftpd -l -s /tftpbboot/your_directory_name
```

A.1.2 In a Windows Environment

You can find several options online for setting up a Windows TFTP server. This example explains how to use the Solarwinds freeware TFTP server, which you can download at:

<http://www.CyberData.net/support/voip>

To set up a TFTP server on Windows:

1. Install and start the software.
2. Select **File/Configure/Security** tab/**Transmit Only**.
3. Make a note of the default directory name, and then move the firmware files to be uploaded to that directory.
4. You can find several options online for setting up a Solarwinds server. This example explains how to use the Solarwinds freeware TFTP server, which you can download at:

<http://www.CyberData.net/support/voip>



Appendix B: Troubleshooting/Technical Support

B.1 Frequently Asked Questions (FAQ)

Go to the following URL to see CyberData's list of frequently asked questions:

<http://www.cyberdata.net/support/voip/zonecontroller.html>

B.1.1 Documentation

The documentation for this product is released in an English language version only. You can download PDF copies of CyberData product documentation at:

www.CyberData.net—>Support—>Drivers, Utilities & Manuals—>Product Drivers & Documentation—>VoIP Zone Controller

B.2 Contact Information

Contact	<p>CyberData Corporation 2555 Garden Road Monterey, CA 93940 USA www.CyberData.net Phone: 800-CYBERDATA (800-292-3732) Fax: 831-373-4193</p>
Sales	<p>Sales (831) 373-2601 Extension 334</p>
Technical Support	<p>Phone: 831-373-2601 Extension 333 Email: support@CyberData.net</p>
Returned Materials Authorization	<p>To return the product, contact the CyberData Returned Materials Authorization (RMA) department at:</p> <p>Phone: 831-373-2601, Extension 136 Email: RMA@CyberData.net</p> <p>When returning a product to CyberData, an approved CyberData RMA number must be printed on the outside of the original shipping package. No product will be accepted for return without an approved RMA number. Send the product, in its original package, to the following address:</p> <p>CyberData Corporation 2555 Garden Road Monterey, CA 93940 Attention: RMA "your RMA number"</p>

B.3 Warranty

CyberData warrants its product against defects in material or workmanship for a period of two years from the date of purchase. Should the product fail within the warranty period, CyberData will repair or replace the product free of charge. This warranty includes all parts and labor.

If the product is out-of-warranty and fails, a flat rate repair charge of one half the product purchase price will be assessed. Repair costs for products that are in warranty, but damaged by improper modifications or abuse, will be charged at the out-of-warranty rate. Products returned to CyberData, both in and out-of-warranty, are shipped to CyberData at the expense of the customer. Charges for shipping repaired products back to the customer will be paid by CyberData.

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